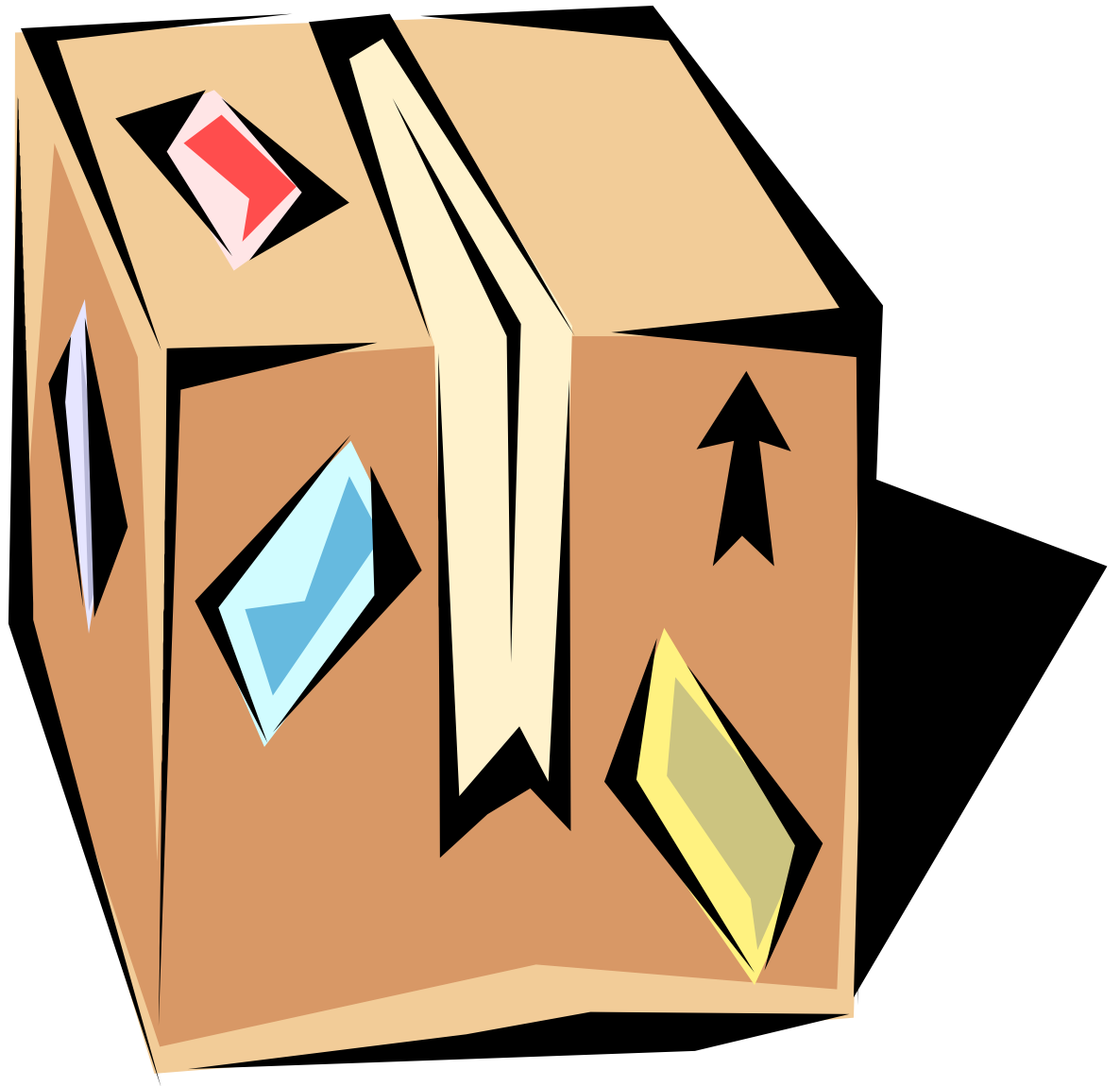


PACKAGES



Vocabulary To Know

Package: Anytime products or services are offered or sold in combination with other products or services for a set price, they can be considered a package. An example of a package that a hotel might offer is room rental, a breakfast and a bottle of wine all for \$200.00 per night.

Packages come in many forms. Some are very complicated in what assortment of amenities, meals and other perks the guest can utilize for their dollar, while others may be quite simple and straightforward. For this reason, the system offers three types of packages: Basic, Basic with Coupon, and Extended.

Basic Package Without Coupon

Packages can be set up as Basic without Coupon when the departments included in the package are not posted manually to the guest's folio. I.e. a dozen roses are included in the package rate, but no ticket is rung up and posted to the guest's folio.

Instead, a dollar amount for each department in that package is allotted in advance. I.e. the roses are allotted \$25.00. In other words, \$25.00 of the rate charged to the guest is credited to the catering department for flowers. This pre-allotted amount does never vary regardless of the true dollar amount the customer has consumed. For example, the roses actual retail cost is only \$10.00 but the guest still gets charged the \$25.00 because this cost is already figured in as part of his package rate. For this reason, a basic package does not have breakage. Also, there are no coupons collected and tallied. Tracking needs to be handled internally.

To set up a Basic Package:

1. From the Database Menu, select Rate Schedule
2. Build the rate schedule for the package. Be sure to select "B" for the Package Type.
3. [Quick] into Package Data
 - **Post Pkg Flag** - Type POST if the package rate is to post again if the guest were to stay over. Type CHNG if a different rate schedule is to post if the guest stays over.
 - **Next Sched** – When choosing CHNG in the previous field, type the rate schedule to which the system needs to change if the guest does stay over. When entering a new rate schedule, the change is recorded in the Multiple Rate Schedule window in the individual guest reservation.
 - **Posting Days** - How many days is the package duration? I.e. If it is a three day package, type "3". Once the guest has stayed that many days, the system refers to the Post Pkg Flag field and either post the package again or post a new rate schedule depending on what was entered.

Note: The number chosen should equal the number typed in the Minimum Nights field. For consistency purposes, the system automatically updates the Minimum Nights field with the number typed in the Posting Days field should they differ. If the minimum nights are not greater than one, the system skips completely over this field.
 - **Report Day/Month** - (Currently non-active) Type "D" if the basic package revenue is to be reported on a daily basis on the Daily Revenue Report. The revenue is reported and distributed evenly among the days. Type "M" if it is to be reported monthly. All of the package revenue is reported on the posting date. If left blank, the default is "D".
 - **Breakage** - (Extended Packages only) Type the department and sub-department where breakage should fall for night audit postings (Package Data Auto-post).
 - **Season** - Type the season for which the package is valid. Once the season is typed, all of the accommodation types attached to that season appear, provided that rate categories are being used. More than one season can be attached by pressing the down arrow and typing in the next season name.

Packages

Four Points Hotel Dave Esslinger		RATE SCHEDULE MAINTENANCE		Date: 14-AUG-1993 SAT Time: 11:49 AM	
Rate Schedule GEAC		Geac Special		Status A Active	

Package Data					
Post Pkg Flag	POST	Post Again		Next Sched	
Posting days	1	Report Day/Month		Breakage	

Season 1993	Rates for 1993	Begin Date 01-01-1993	End Date 12-31-1993
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Accom	Dp	Sb	Day	Sum	A	Single	Double	Triple	Quadruple
OFLT	5	1		S	Y	123.00	221.00	0.00	0.00
MOD	1	5		S	Y	250.00	320.00	0.00	0.00
ROFT	1	1		S	Y	0.00	0.00	0.00	0.00
									

Extra 	Youth 	Children
---------------	---------------	------------------

- **Dp** - Type the department to which room revenue should be posted for that accommodation.
- **Sb** - Type the sub-department to which room revenue should be posted for that accommodation.
- **Day** - (Extended Packages only) Only an option when the number typed in the Posting Days field is greater than one. If the package spans over several days, use this field to indicate on which day of the guest stay certain charges should occur and be posted internally. Leaving this field blank indicates the charge should be posted everyday. This field also determines what the room rate for the package. For example, in the following set up:

Package Name: Steph's Great Package Posting Days: 2

Accom	Dp	Sb	Day	Sum	A	Single
King	1	1		S	N	\$100.00
Queen	1	1	1	S	N	\$100.00
Double	1	1	2	S	N	\$100.00

The folio of the guest with the **King** reads: "**Steph's Great Package \$200.00**"
 Why? \$100.00 per day times two days (every day) = \$200.00. Keep in mind that the Z folio is posting \$100.00 each day internally even though the guest only sees one posting for the full amount.

The folio of the guest with the **Queen** reads: "Steph's Great Package \$100.00"
 Why? \$100.00 per day times one day (day #1 only) = \$100.00. Keep in mind that the Z folio is posting \$100.00 on the first day internally.

The folio of the guest with the **Double** reads: "**Steph's Great Package \$100.00**"
 Why? \$100.00 per day times one day (day #2 only) = \$100.00. Keep in mind that the Z folio is posting \$100.00 on the second day internally.

- **Sum** - Type "S" if the posting is to be summarized on the folio or "D" if the detail is to be printed on the guest's folio. If all lines are summarized, the package rate posts as one line item using the name in the Rate Schedule field as the description. Any lines with a "D" is broken out in detail and printed as separate line items on the guest's folio.
 - **A** - Type "N" if the package is to be tax inclusive. When choosing "N" the tax must be manually added into the package breakdown by using the DFLT option or an accommodation code. (Use of "DFLT" and accommodation codes is explained in detail in step 7.) Type "Y" and tax is automatically added on by the system and it is printed separate from the package total on the guest's folio. If left blank, the default is "Y".
Note: For this to work, the auto-post for room revenue should be set to "A" for room tax in the transaction codes.
4. Go through the columns for Single, Double, Triple, Quadruple, Extra, Youth and Children and type the appropriate per night rates.
 5. Use the [Insert] and [Delete] keys to add more accommodation types or remove existing ones. The same accommodation type may be entered more than once if there is a rate change from one day to the next, or if there are specific items associated only with that one accom type. (I.e. the guest only gets a dozen roses when staying in the suite).
Note: Items can not be in the same Revenue Class.
 6. Arrow down to a blank line and type the code "RDFT". This code is like a 'wildcard accommodation' and allows checking in the guest into any available room even if it is not an accommodation that is attached to the package. When building an extended package, a room rate can also be entered. When building a basic package, a rate cannot be entered. If a guest on a basic package does move to an accommodation that is not attached, the room rate of the original accommodation reserved remains. Note that a room that is not attached to a package cannot be reserved.
 7. Arrow down to a blank line and type the code "DFLT". Use this code to break down the rest of the package. If the package includes a fruit basket and a bottle of wine, there are two lines with "DFLT" - one for breakfast and one for wine. Tax charges may also be added to a package using "DFLT" if the room rate for each accommodation is the same. If the taxes differ from room to room, use the accommodation code instead of "DFLT" to represent the tax. Be sure to type the correct department and sub-department numbers for the type of charge represented by each "DFLT", or accom code.

Basic Package With Coupon

A Basic Package with Coupons does allow for breakage. However, unlike the Extended Package, there is no Z folio for each guest. Rather, a single coupon folio is created and used as the Z folio for all guests.

Outlets collect coupons from the guest who receives them at time of check in. The outlets then either close out the charges to a special settlement, which then direct the charges to the coupon folio; or they post the charges directly to the coupon folio, depending on the set up chosen. Be sure, regardless of the option chosen, that all of the actual coupons list clearly for what they may be redeemed.

Before building the Basic Package with Coupons, the first thing that needs to be done is to select and complete (one time only) one of the following setup options. From then on, build a basic package with coupons just like a Basic Package without Coupons.

3. From the Database Menu, select Settle Coupon
 - **Coupon Folio Name** – Use [List values] and select Coupons or the name for the non-guest folio in step 2.
 - **Package Department / Sub Dept** - Type the department and sub-department to which the package revenue should go.
 - **Breakage Department / Sub Dept** - Type the department and sub-department to which the breakage should go.
4. Type the departments and sub-departments that can be settled on the folio. This is for reporting purposes only and is not a control factor. This does not prevent the outlets from posting non-package items to the non-guest folio created.
 - **Rev Class Code** - Use this field to select entire revenue classes at one time.
 - **Dept** - Use this field to select entire departments at once.
 - **Add/Del** - Type "A" if to add a selection or "D" to delete it.
Note: [Next Block] can be used to go into the listings and add or delete individual lines using the [Insert] or [Delete] keys.
5. Follow the directions on Basic Packages to create the package.
Note: When a settlement is created, the system automatically creates a non-guest folio. So regardless of the setup option, the non-guest folio is attached to the Coupon Settle folio.

Extended Packages

Extended packages offer many benefits. Aside from flexibility, extended packages post revenue on the day of consumption whereas basic packages post the revenue every day whether or not the guest consumed it. Furthermore, they offer 'breakage' which helps the property to determine the profitability of the package.

With extended packages, the outlets can post directly to the guest's folio and the package directs the charges according to the specifications. One method used to set these specifications up is to create Package Categories. A customized Package Category can be created for each individual package rate schedule. However, it is possible to build a few basic categories (i.e. one for meals, one for golf, etc.) and then modify them to meet the particular requirements of the package to which they have been attached.

There are many control factors available in the system for Extended Packages. These control factors include:

- **Meal Periods** - Specification as to what meal periods (breakfast, lunch, and dinner) may be picked up by the package.
- **Occurrences** - Number of postings or number of times a transaction may be picked up by the package.
- **Covers** - Number of people allowed to dine as part of the package.
- **Maximum Amount** - Largest amount allowed for a guest posting.

The system also allows specifying when certain charges may occur. The three types of charges available are:

- **Auto-post** - Charges posted automatically by the system (i.e.: room revenue).
- **Anytime** - Charges that may be incurred anytime during the guest stay and still be part of the package price.
- **Specific Day** - Charges that may only be incurred on a certain day in order to be part of the package price.

Packages

Another important feature of Extended Packages is revenue allocation. This feature allows assigning an amount to each of the components of the package. The total price of the package being build is determined by adding all of the auto-post charges (accommodation codes and DFLT codes) together with any allocated revenue amounts (from attached Categories).

The Z Folio

The Z folio is an internal folio, which can not be printed and can only be viewed on the screen by the property. The Z folio contains amounts set aside for the Extended Package; there is no Z folio for Basic packages, as well as the actual amounts incurred by guests throughout their stay. It is in essence, a tally sheet.

Properties use the Z folio to monitor the profitability of each Extended Package component. This separate folio also helps eliminate disputes that may arise due to guests viewing the extended package breakdown. Instead, guests only see their total package rate and any additional non-package charges on their A or B folios.

Extended Packages are designed to post a credit in the package amount in a single lump sum onto the Z folio upon check in. As the guest incurs charges, the system distributes the associated revenues to the Z, slowly deducting from that credit. At the same time, a debit is posted onto the guests A folio. A transaction may be posted to up to three different folios. The following is the order in which posted transactions are distributed:

1. Package Pickup (Z folio)
2. Group Pickup (C folio)
3. Wholesaler Pickup (W folio)
4. Guest (A, B folios)

Below is an example of how the system posts and tracks charges for Extended Packages.

Package Name: Spring Links Package \$400.00 inclusive

Description: Two day package which includes room rental for two nights (tax included), dinner on the first evening (up to \$35.00 allowed), Breakfast on the second morning (up to 20.00 allowed), a round of golf worth \$50.00 and a massage in the spa worth \$75.00.

Note: In the example below, the property made \$15.00 more than they allocated to the package because the guest only ate \$20.00 in dinner when they were allowed up to \$35.00. This is referred to as a positive breakage. For more details on breakage, see the next section.

A Folio				
<u>Day</u>	<u>Package Amount</u>	<u>Department*Subdepartment</u>		<u>Total Due</u>
1	400.00	99*96	Spring Links Package	400.00

Packages

Z Folio				
Day	Package Amount	Department*Subdepartment	Remaining Package	Breakage
1	-400.00	99*96 Spring Links Package	-400.00	
1	100.00	01*01 Room Charge	-300.00	
1	10.00	01*17 Room Tax	-290.00	
1	18.33	01*01 Food	-271.67	
1	0.42	01*09 Tax	-271.25	
1	1.25	01*07 Gratuity	-270.00	
2	100.00	01*01 Room Charge	-170.00	
2	10.00	01*17 Room Tax	-160.00	
2	50.00	10*01 Golf	-110.00	
2	15.95	01*01 Food	-94.05	
2	1.05	01*09 Tax	-93.00	
2	3.00	01*07 Gratuity	-90.00	
2	75.00	25*01 Spa	-15.00	
				- 15.00

Breakage

The basic concept behind breakage is to track the financial gains or losses of an EXTENDED package. Breakage is not available when using a Basic package. While creating an extended package, a portion of the package price needs to be assigned to each feature of the package. Whenever a guest consumes more or less than is allocated, breakage occurs.

For example, \$10.00 is to a breakfast category. If the guest only ate \$8.00 worth, there is a positive breakage or a gain of \$2.00. On the other hand, if the guest ate \$13.00 worth, there is a negative breakage or loss of \$3.00. Tracking these gains and losses helps to determine whether the hotel is actually making or losing money on a particular package or a specific item in a package.

Breakage occurs at many points during the duration of a package. In fact, there are three different 'breakage points' which are processed each time Night Audit runs. These three package breakage points are:

- Category Breakage
- Package Data Auto-Post Breakage
- Overall Package System Breakage

These three breakage points enable the tracking of each extended package item separately. To further this tracking ability, special Transaction Codes (departments/sub-departments) for Package Data Auto-Post and Category Breakage can be set up and entered into the each package.

Overall Package System Breakage is maintained by a Package Category called PKGBRKG - Package Breakage which must be set up in the Package Categories program at all properties.

Creating Transaction Codes For Packages

All three of these package breakage points may be assigned the same transaction code or three different ones, depending on how detailed the package productivity needs to be tracked. A transaction code of 95-50 for Overall Breakage has already been set up. However, the property may want to track specific types of breakage. For example, separate breakage Transaction Codes may be set up for food and beverage, room revenue, golf, etc. Or a more specific detail may be set up to break out food and beverage by meal periods (i.e. Food-Breakfast, Food-Lunch,

and Food-Dinner). Once all of the Transaction Codes are created, they may be entered into each package as follows:

- Transaction codes for Overall Package System breakage are entered only once in the Package Category screen when the package category of PKGBRKG is created. It is suggested to use "95-50 Overall Breakage" here.
- Transaction codes for Package Data Auto-Post breakage can be entered in the Rate Schedule screen.
- Transaction codes for Category Breakage can be entered in the Package Category screen as each category is built; or they may be entered in the Package Pickup window in the Rate Schedule screen if the category is being modified.

Category Breakage

Category Breakage is the first breakage is processed. It occurs whenever a guest consumes more or less than the dollar amount that was allocated to a category. The system determines what the breakage is by comparing the amount entered in the Revenue Allocation field to the actual amount of revenue posted to the Z folio. For specific day charges, those items entered under the Post Day field in the Package Pickup window, the breakage is applied on the day the charge was set to post. For anytime charges (those items entered under the Package Duration field in the Package Pickup window) the breakage is applied on the last day of the package which, may or may not be the last day of the guest's stay.

A negative Category Breakage or loss can be limited or altogether avoided by using the Maximum Amount field when creating the Package Category. By entering an amount in the Maximum Amount field, all charges above such amount is posted to the guest folio

Package Data Auto-Post Breakage

Package Data Auto-Post Breakage is the second breakage processed nightly. The Breakage occurs whenever a guest is moved to a different priced accommodation, but the original rate is retained. The system internally posts the original room rate built in the package. It then posts a breakage in the amount of the difference between the original rate and the rate the guest is actually being charged.

Overall Package System Breakage

Overall Package System breakage occurs on the day of checkout to zero out any Z folios with balances. Balances are usually left due to a guest departing before the end of a package or a guest switching to a different rate schedule before the original package is completed or a modification was made to the rate.

Building Package Categories

The first thing to do is to determine the Package Category. As a basic rule, any item that is part of a package and has a ticket rung up for its use, at some point needs to be addressed in a package category. An example of a package category might be "Breakfast". This category for "Breakfast" contains the specifications in regards to how the breakfast may be charged. Perhaps breakfast is only available on certain days of the stay. Maybe a certain amount of revenue must be allocated to the breakfast and if the guest should consume more than the allocated amount, the remainder should be charged to the guest's personal folio. Package Categories allow for such demands to be met. On the other hand, if something like a bottle of champagne or a dozen roses were included in the package, they could be put in the package as a "DFLT". This is because the price of the champagne and the roses is constant (it costs the same whether the guests uses them or not) and no ticket is rung up for the charge.

1. From the Database menu, select Package Categories.

- **Category** - Type a code for the category (i.e.: "BKF") and a descriptive name like "Breakfast"

- **Meal Period** - If the item is only available for a specific meal period, type it here. The field may also be left blank which is the equivalent of choosing all meal periods.
Note: If the transaction codes for F&B were set up to not prompt for meal periods, then a meal period cannot be specified here either.
 - **Breakage Department** - Type the department to which all breakage for this category should fall (Category Breakage).
 - **Breakage Sub-Department** - Type the sub-department
 - **Max Occur** - Type the maximum number of times the charge can occur during the duration of the package. The duration of the package is equal to the number entered in the Posting Days field. If there is no limit, leave this field blank.
 - **Max Cover** - Type the maximum number of covers allowed during the duration of the package. If there is no limit, leave this field blank.
Note: If the transaction codes for F&B were set up to not prompt for covers, then a max cover cannot be specified here either.
Note: Only one may be present, a max occurrence or a max cover not both.
 - **Maximum Amount** - Type the maximum amounts the guest can spend on this item. Anything over this amount the guest has to pay for on their personal folio. Leaving the field blank allows the guest to spend an unlimited amount. **Note:** If the max amount field is being used in combination with either max cover or max occurrence, the system check cover and occurrence first to determine if the guest has reached their limit regardless of the max amount.
 - **Revenue Allocation** - Type the amount this item is worth internally. This amount is added to the auto-post items (i.e. room rate) by the system to equal the total package amount. It is also used to determine breakage by comparing the actual charges made by the guest on the Z folio to the amount allocated.
Note: Usually the maximum amount and the revenue allocated equals one another. However sometimes properties wish to leave the guest a little leeway. For example, the revenue allocated to "Breakfast" is \$9.00. However, if the guest spent \$10.00, the guest should not be penalized, so make the maximum amount \$10.00.
2. [Quick] into Package Departments
- **Dept** - Type the related departments for the item that is in the category. (I.e. at which restaurants can the guest eat their breakfast)
 - **Sub-Dept** - Type the related sub-departments. (I.e. what can the guest order as part of their breakfast? Food? Beverage? Gratuity?) **Note** that sundry and allowance transactions are not allowed.
Note: In order to track the correct amount of breakage and to prevent an out of balance, a special Package Category for breakage **MUST** be built. It is imperative that the category be called PKGBRKG. This required category must have a department/sub-department number attached for breakage (Overall Package System Breakage). It is recommended to use department 95 for 'Breakage' and sub-department 50 for 'Overall Breakage'.
3. The system allows entering the department/sub-department number but not a name or allocated amount UNTIL the [Save] key is pressed.
4. Once [Save] has been pressed, it prompts for a name (call it 'Package Breakage'). Press [Save] once again and it then prompts for the allocated amount, which should be typed in as \$0.00. [Save] once more. This category **DOES NOT** need to be attached to any packages. It just simply needs to be built and the system does the rest.

Build The Package

1. Follow the directions on Basic Packages to create the package with the exception of the Package Type field, which should be "E" for extended.
2. [Quick] into Package Pickup
 - **Season** - The season chosen in the Package Data window is displayed. If there are several different seasons attached to the package, use the up and down arrows to select the season to which to attach the categories.

- **Begin Dt** and **End Dt** - The valid dates of the season are displayed.
- 3. [Next Block] to Package Duration. Attach all related categories for which the guests can charge anytime during their stay.
- 4. [Next Block] to Posting Days. Use [List Values] and select the day. (I.e. 1 for the first day, 2 for the second..... and L for the last day of the guest stay). Press [Next Block] and attach the categories for which the guest can charge only on that day.
Note: The same category can not be attached to both the first day and the last day unless that category is made unique in some way. (I.e. Meal period is different in each.) Also, the same category can not be typed into both the Posting Day field and the Package Duration field for the same season.
- **Copy** - To copy categories from one day to another, type "Y". Then type the number of the day to copy and the number of the day copy it to.

Modifying Categories

Once a Package Category is built, it can be modified to fit any package.

For example: A Package Category of "Breakfast" has been built for a current package, which has allocated \$9.00. But there is also a package that has a \$12.00 breakfast. Rather than building a new category, use the existing Package Category for "Breakfast".

Simply type the Package Category built (in this example it's "Breakfast"), press [Enter Query] and revise the category information as needed (in this example, change the \$9.00 to be \$12.00). These changes to the category only affect the new package being created, and does not permanently change the category itself.

Special Note About Share-Withs

The system only allows one extended package rate per guest record. In other words, a package rate can not be split between two share-withs. Therefore, Rate Calculation must be set to "C" and one of the share-withs changed to zero adults. This causes 100% of the rate to be placed on one guest.

Special Note About Extended Packages

Once the extended package has been attached to a guest reservation, it cannot be modified in any way. (I.e.: Add more accommodations, revise the rate, etc.) So be sure to test the package first before starting to book reservations against it.

Testing The Packages

To test the package in advance, there are several methods that may be used. The most sure-fire way to test any package is to build it in the training hotel. Then, make a reservation for a guest in the training hotel using the package and check them in. Run a few Night Audits and display or print their folio. The second method is to run the Package Plan Test Report (pkgtest).

1. From the Database Menu, select Database Reports
2. Select Package Plan Test
 - **Posting Date** - Type the date for which to test the package.
 - **Rate Schedule** - Type the name of the package. Use [List Values] if needed.
 - **Adults** - Type the number of adults in the party
 - **Youth** - Type the number of youths in the party
 - **Children** - Type the number of children in the party
 - **Accom Code** - Type a room type.
 - **Rate** - The standard rate that would normally post according to the information filled out is automatically entered. However, to simulate an 'override' rate, type in the new amount.

The setup of the rate schedule for the package can be printed and reviewed. The two reports need to do this are the Rate Schedule Report (schedmst) and the Package Category Report (pkgcatrpt).

Making Corrections

Occasionally, corrections need to be made to a guest on a package. There are three main tools that can be used to make a correction to a package.

1. Transfer amounts to and from the Z folio to Dispute folios or Info only accounts from the Transfer Folio Items screen.
2. By typing "P" in the Type field, items can be transferred between the A, B, C and Z folios.
3. Adjust amounts or cancel them completely by using the Modify/Cancel screen.

Listed below are three examples in which some of these tools have been utilized.

Example 1:

Mr. Smith is on a package that allows him one breakfast charge each morning. Mr. Smith was in a rush early this morning and only got a quick cup of coffee (\$1.50 charge). Later in the morning when things slowed down, he went to the cafe to eat a good breakfast (\$15.00 charge). But, since he had already gotten a coffee, that coffee became part of his package (posted to the Z folio) and the \$15.00 breakfast got posted to his personal folio (A folio). Mr. Smith is getting ready to check out and is angry when he sees the \$15.00 charge.

1. Display the Z folio (to locate and acknowledge the error).
2. Transfer the coffee charge of \$1.50 off of the Z folio and onto a Dispute folio or Info only account. (To temporarily remove the charge from the guest).
3. Transfer the breakfast charge of \$15.00 from Mr. Smith to himself. (This causes the system to reprocess the charge and it then automatically transfers the charge to the Z folio).
4. Transfer the coffee charge back to Mr. Smith. (It remains on the A folio now that the package charge has been accommodated with the \$15.00 breakfast).

Example 2:

Mr. Smith spends \$10.00 on lunch. Mr. Jones spends \$20.00 on lunch. In error, the waiter posts both lunches to Mr. Smith's room. The situation is even more complicated because the waiter posted Mr. Jones charges first, so the \$20.00 lunch (from Mr. Jones) is on Mr. Smith's Z folio and the \$10.00 lunch Mr. Smith really ate is on his personal folio.

1. Display the Z folio to locate and acknowledge the error.
2. Transfer the \$10.00 lunch charge on Mr. Smith's Z folio to Mr. Jones' A folio. (To remove the erroneous charge from Mr. Smith and post it to the correct guest.)

3. Transfer the lunch charge of \$20.00 from Mr. Smith to himself. This causes the system to reprocess the charge and it then automatically transfers the charge to the Z folio.

Example #3:

Mr. Smith has a family emergency and needs to leave a few days early. Mr. Smith is not going to be charged for the days he is not going to stay. But the full package price of \$500.00 has already posted and an adjustment should not be posted because it throws off the breakage amounts.

1. Display the Z folio (to figure out how much of a credit remains on Mr. Smith's Z folio).
2. Transfer the credit from his Z folio to his A folio by choosing the transfer type of "P". (This zeros out his personal folio in regards to the package and produce an overall breakage amount).
3. Check out Mr. Smith and wish him luck!